Accountability and Visibility

Posted by **Pierluigi Oliverio** on Monday, February 19, 2007

The City of San Jose via a Web Browser

If elected, constituent service will be my top priority.

For the past twelve years, I have worked in the private sector high-tech industry. Based on my experience, web browser technology is an excellent communication tool that can be implemented into the way the City of San Jose does business. By implementing a web-based solution to the District 6 office, I will be able to enhance constituent services and, within a year, have empirical evidence describing specific outcomes by tracking constituent issues in real time.

I will install the technology during the first couple of weeks taking office. After installation, D-6 constituents will be able to go to the D-6 website where there will be an icon labeled "constituent service." Once the constituent clicks on the icon, they will be prompted to a form. The form will ask for contact information and the issue. Once the constituent finishes inputting their data they will submit their form.

From here, the submittal will be forwarded to one of my staff members. An e-mail will then be sent to the constituent within 24 hours confirming the receipt with a login number. This number can then be used to track the issue like a Fed Ex number is used to track a package.

At anytime of the day or night, the constituent will be able to go to the D-6 website and input the number assigned to their issue and see the status of their issue. For example, let's say Mr. Duran submits a claim at 9:00 a.m. on a Monday morning regarding graffiti on his building on Minnesota Avenue. The next day, Mr. Duran decides to look up the status on his issue. Mr. Duran goes to the website and inputs his number. From there, he would see that Jane, my staff person, sent his issue to Code Enforcement and they will be sending someone out to paint over the graffiti within 48 hours. Status delivered and problem solved.

The beauty of the web browser is that anytime—24/7—constituents, my staff and/or myself will be able to look up the status of an issue. The web browser allows for transparency in constituent issues and holds everyone accountable. It will not make issues get resolved faster; it will, however, make sure that communication with staff and the community is open and transparent so that the constituent has a one stop shop.

In addition to constituent service, the web browser will allow me to measure what specific issues are being brought to the attention of the District 6 office. For example, if my office receives 3,000 calls within 12 months, 2,500 of them regarding street repair, I can show Mayor Reed and other councilmembers the empirical evidence of the constituent needs in D-6. I can then back up my claims on why I think certain departments should be funded based on actual need.

I look forward to implementing this technology and the possibility of having other city councilmembers joining me.

Pierluigi Oliverio is a candidate to represent District 6 on the San Jose City Council. The election is March 6.

Posted by **Pierluigi Oliverio** on **Monday, February 19, 2007**